

ORIGINAL
COMMISSIONERS
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GARY PIERCE
BRENDA BURNS
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RECEIVED
ARIZONA CORPORATION COMMISSION
2013 MAR 15 P 2:02

March 15, 2013

To: Docket Control

RE: Willow Valley Water Co., Inc. - Customer Comments

Docket No. W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311,
W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315

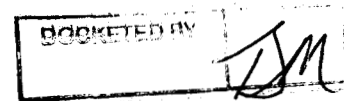
Please docket the attached 3 customer comments OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

MAR 15 2013



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W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: () - - - - -

Fax: - - - - -

Priority: Respond Within Five Days

Opinion No. 2013 - 109531

Date: 3/15/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Dean M. Last: Miller

Account Name: Dean M. Miller

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Mohave Valley

CBR:

State: AZ Zip: 86440

is:

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name: ci

Contact Phone: () - - - - -

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-01732A-12-0315***

The proposed increase that you are asking for is outrageous, for the poor quality water we have, not to say the damage to appliances & white clothes over the years. Even with a whole house filter that needs to be replaced 1 a month. Also is this increase needed to help pay for maintenance, cost etc. for your equipment so employees can use them for personal use, pulling out trees & yard work?

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/15/2013

Opinion No. 2013 - 109531

W-01212A-12-0309
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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109532

Date: 3/15/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Donald

Wolfman

Account Name: Donald Wolfman

Home: ()

Street:

Work: (000) 000-0000

City: Mohave Valley

CBR:

State: AZ Zip: 86440

is:

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-01732A-12-0315***

Global Water aka Willow Valley Water has the worst water I have ever seen. Full of iron causing it to be brown, my wife had ruined numerous whites from doing laundry with brown water. I have put a dual filter in changing the cartridges every 3 weeks, they are a rust brn when I take the old ones out. Willow Valley Water is not responsive to complaints and charges way more than other districts. Their attitude is if you live here, deal with it. Property values have withered(?) because of water rates & quality

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
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End of Comments

Date Completed: 3/15/2013

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W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109533

Date: 3/15/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Cindi

Starnes

Account Name:

Cindi Starnes

Home: (

Street:

Work: (000) 000-0000

City:

Mohave Valley

CBR:

State:

AZ Zip: 86440

is:

Utility Company.

Willow Valley Water Co., Inc.

Division:

Water

Contact Name:

Contact Phone: (

Nature of Complaint:

*****OPINION OPPOSED TO INCREASE*****DOCKET NO. W-01732A-12-0315***

The people living in Willow Valley are on the most part living on a fix income and won't be able to use their water at a comfortable rate. We understand that their pricing is not for residential areas. Also this is the second increase since Global Water took over. Please understand that another increase will hurt a lot of people!!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

W-01212A-12-0309; SW-20445A-12-0310; W-03720A-12-0311; W-02450A-12-0312; W-02451A-12-0313;
W-20446A-12-0314 ; W-01732A-12-0315

End of Comments

Date Completed: 3/15/2013

Opinion No. 2013 - 109533